



CITIZENS SUMMARY

Findings in the audit of the Department of Insurance, Financial Institutions, and Professional Registration, Division of Professional Registration, Administration

Board Appointments

The Division of Professional Regulation has not timely filled board vacancies, which has resulted in a lack of a quorum for some boards. Sixty-eight of a total of 256 appointments (27 percent) were vacant at June 30, 2013, and multiple board vacancies resulted in the lack of a quorum at 5 of the 37 boards (14 percent). Sixty-three percent of the 188 active board members were serving beyond their term expiration date, with 30 serving more than 5 years beyond their term expiration date. A member of the State Committee for Social Workers has served more than 11 years, although state law limits these committee members to no more than 10 years of service.

In the areas audited, the overall performance of this entity was **Fair**.*

*The rating(s) cover only audited areas and do not reflect an opinion on the overall operation of the entity. Within that context, the rating scale indicates the following:

- Excellent:** The audit results indicate this entity is very well managed. The report contains no findings. In addition, if applicable, prior recommendations have been implemented.
- Good:** The audit results indicate this entity is well managed. The report contains few findings, and the entity has indicated most or all recommendations have already been, or will be, implemented. In addition, if applicable, many of the prior recommendations have been implemented.
- Fair:** The audit results indicate this entity needs to improve operations in several areas. The report contains several findings, or one or more findings that require management's immediate attention, and/or the entity has indicated several recommendations will not be implemented. In addition, if applicable, several prior recommendations have not been implemented.
- Poor:** The audit results indicate this entity needs to significantly improve operations. The report contains numerous findings that require management's immediate attention, and/or the entity has indicated most recommendations will not be implemented. In addition, if applicable, most prior recommendations have not been implemented.